Intermediate-Level Supply Chain Management Study
On-Site Checklist
Stock/Store/Issue Inventory

Organization Name:

POCs and telephone number:

1. Explain your stockage criteria:

2. How are stock levels maintained?

   Automated:

   Manual:

   Explain the thought process: (e.g., what are your values and considerations when making replenishment buys; when the money runs low, how do you weigh options and prioritize?

3. Explain how parts make it to the customer?

   Pick-up:

   Delivery:

   Other:

4. How is stock ordered from the vendor and what IT systems are used?

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5. How is stock received from the vendor and what IT systems are used?

6. Do you have multiple issue points for the same NSNs and why?

7. How do you process requisitions from your customers and what IT systems do your customers use?

8. What methods and IT systems are used to manage your inventory?

9. Are your IT systems stand-alone or networked with other systems? If so, what systems?

10. What methods are used to track your inventory? How often do you conduct wall-to-wall and spot inventories?

11. Who owns the stock and if you own it, how is it funded?

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12. What special mission relationships exist between the SMU and DSSC to ensure optimal customer support while in garrison (e.g., stock lumber)?

13. What procedures exist to allow the transfer essential functions from the supporting establishment (DSSC) to the SMU when deploying (e.g., admin supplies)?

14. Do you have a care-in-stores program? If so, explain the process.

15. Do you have any shelf life management program?

16. What criteria do you use to purge items when they are obsolete?

17.   How do you identify and manage excesses?

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18. Do you have any inventory "pools" (e.g., safety stock) that are set-aside for a special purpose?   Explain.

19. What metrics do you use to measure your effectiveness (e.g., customer wait time, fill rate, order ship time, etc)?

20. Tell us about any local initiatives or business practices you want to brag about.

21. What studies have you participated in the past 12 months? Who initiated them?

22. (SMU only) Walk me through your process for one deployed support unit (DSU) <u>and</u> initial issue provisioning (IIP) package.

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24. How do you manage multiple units/packages?

25. How are your pre-expended bins managed, if applicable?

26. How do you process customer material returns?

27. How do you process your material returns to the vendor?

28. If applicable, what types of material and services do you purchase with the government purchase card?

Intermediate-Level Supply Chain Management Study
On-Site Checklist
Customer Service

1. **Tell us about your significant customer service issues (your customers' issues):**

2. **What would you change to improve customer service:**

3. **Tell us about your problems with the organizations supporting you?**

4. **Explain your customer service program?**

5. **Who are your customers? (Please include tenant Commands as well as Marine Corps customers)**

6. **How do you capture customer feedback?**

7. **What are your customer service metrics?**

Intermediate-Level Supply Chain Management Study
On-Site Checklist
LOGCOM Interface

1. **By what means do you communicate with LOGCOM?**

   Telephonically_____
   Naval message_____
   Fax _____
   Email _____
   Other_____**Explain:**

 2. **Are responses from LOGCOM timely and helpful?**

3. **For what purpose and how often do you interface with the Marine Corps Logistics Command (LOGCOM)?**

4. **How would you characterize the service provided by LOGCOM?**

Intermediate-Level Supply Chain Management Study
On-Site Checklist
Hazardous Material (HAZMAT) Management

1. Do you have a HAZMAT program?   Describe it.